



QCIO Internet Process Asset Library Directory

This document provides a limited scope summary of process descriptions and details for use by persons external to the Department of Veterans Affairs (VA). Each process listed in this summary does have a corresponding downloadable process map PDF in this library for use by persons external to the Department of Veterans Affairs (VA). If the process information you seek does not appear within the scope of these documents, please send an email to the **Quality Continuous Improvement Organization** <OITCRRQCIO@va.gov>.

Process Name	Description	Goals	Associated Roles
Contractors On/Off-Boarding	The Contractors On/Off-Boarding (CONB) process describes the activities to obtain access to VA networks, facilities, and equipment by completing background investigations and required training and obtaining Government Furnished Equipment with appropriate software. After initial on-boarding, the process also establishes the framework for consistently ensuring that all individuals, contractors, have the proper access necessary to perform the role they are assigned and that they continue to meet those minimum requirements necessary to support granting the access. The CONB process complies with the Federal acquisition, security and privacy regulations.	<p>The goal of the CONB process is to establish the set of activities required to provide, monitor, control, and remove an individual's access to VA systems, equipment, and facilities as appropriate to meet the needs of the VA.</p> <p>Specific goals include:</p> <ul style="list-style-type: none">-Receiving Government Furnished Equipment with needed software, if required-Accessing the VA Network and establishing remote VA network access as required-Obtaining VA identification and access to VA facilities-Monitoring and verifying successful completion of annual security training requirements-Monitoring and verifying successful adjudication of SAC, National Agency Check with Inquiries, Minimum Background Investigation, or Background Investigation as appropriate to the role-Granting or withdrawing access based upon	<ul style="list-style-type: none">-Contractor Lead-Facility Chief Information Officer-Individual-Information Security Officer-Law Enforcement-Local Administrative Support-Network Security Operation Center-Personnel Security Office/Specialist-PIV Office-PKI Help Desk-Principal Deputy Assistant Secretary for Information and Technology-Security and Investigations Center-Service Delivery and Engineering Point of Contact-Sponsor-Supervisor-Talent Management System Administrator-VA Security Specialist

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		<p>meeting or failing to meet requirements, initiate personnel actions as necessary</p> <ul style="list-style-type: none"> -Notifying appropriate management personnel of access changes required based upon clearance adjudications or failure to meet requirements -Ensuring recovery of identity badges, Personal Identity Verification (PIV) cards, keys and other access granting items are recovered before the individual departs from the VA -Ensuring access to Public Key Infrastructure (PKI), as applicable -Ensuring recovery of all Government Furnished Equipment (desktops, laptops, smart phone, printers, faxes, etc.) and other government property are properly recovered and transferred to the appropriate office in the VA within 24 hours if the individual departs from the VA -Ensuring that clearance through appropriate physical security personnel occurs -Ensuring all system access privileges and network access are terminated -Ensuring that all appropriate personnel actions are initiated and <ul style="list-style-type: none"> - documented and notifications are made 	
Government Accountability Office	Government Accountability Office (GAO), often called the	-To provide guidance for managing	-Executive Leadership Team Liaison/Subject Matter Expert

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	"congressional watchdog", is an independent, nonpartisan agency that supports the Congress in meeting its constitutional responsibilities. The GAO process addresses how a request from GAO to the VA is received, processed via determining the proper SMEs to provide information, obtaining the needed information, and submitting the requested content/artifacts to GAO. The goal of this process is to provide official guidance for managing U.S. Government Accountability Office (GAO) performance and financial audits of Information and Technology (OIT) operations.	<ul style="list-style-type: none"> -U.S. Government Accountability Office (GAO) performance and financial audits of the Office of Information and Technology (OIT) operations. -To describe actions for addressing and tracking GAO including: -Entrance Conference -Data Call -Exit Conference -Draft Report -Final Report and 60-Day Response Letter -Recommendation Follow-up 	<ul style="list-style-type: none"> -Government Accountability Office Representative -Office of Congressional and Legislative Affairs -Quality, Performance and Oversight GAO Liaison
Product Documentation	This process provides required artifacts for Veteran-Focused Integration Process (VIP). It ensures necessary documentation is developed according to standards and best practices and is accurate, complete, and clear for both internal teams and end users for continued development and sustainment efforts	<ul style="list-style-type: none"> -Maintain Version Description Document (VDD) -Maintain Project Management Plan (PMP) -Create Deployment, Installation, Back-Out, and Rollback Guide -Create Production Operations Manual (POM) or Technical Manual (for VistA applications) -Create User Guide(s) -Create Online Help (optional) 	<ul style="list-style-type: none"> -Configuration Manager -Developer -Program Executive Officer -Program Manager -Project Manager -Project Team -Release Manager -Software Quality Assurance Analyst -Stakeholders -Technical Writer
Technology Transfer Program	The VA Technology Transfer Program (TTP) is committed to transferring research resulting in inventions that address veteran needs into commercially viable products that can be patented and licensed for use. TTP functions as a	<ul style="list-style-type: none"> -Accurate and timely reporting and recording of the development of the discovery -The efficient and formal disclosure of the invention which allows the inventor to clearly describe the innovation, its possible commercial 	<ul style="list-style-type: none"> -Academic Affiliate -Director, Technology Transfer Program -Inventor(s) -Office of General Counsel/Specialty Team Advising Research (OGC/STAR)

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	liaison between VA researchers and industry partners to facilitate the technology transfer process. The conception of an invention initiates the technology transfer process. An invention is typically conceived within the context of a research project. The conception of the invention may involve an individual or several individuals, sometimes from other institutions or who practice in a VA medical facility under a joint appointment. The invention can also be the result of a collaborative research agreement.	<p>applications, and record individuals who were involved in the invention process</p> <ul style="list-style-type: none"> -The evaluation of the invention disclosure to determine ownership rights, the commercialization potential and patentability of the technology -The protection of the invention, typically in the form of a US patent and through foreign patents as warranted -The commercialization of the invention to attract licensing opportunities including research material that is not patentable but has some commercial application and benefit -The licensing of the technology which defines the rights, responsibilities, exclusivity, and terms of the agreement -The management of royalty payments and compliance with the license agreement under which a percentage of royalties will go to the inventor and a portion are retained by the VA to be reinvested for the development of additional technologies that can meet other veteran health needs. 	<ul style="list-style-type: none"> -Office of Research and Development - Finance -Outside Patent Counsel -Technology Transfer Consultant -Technology Transfer Office -Technology Transfer Specialist -US Patent and Trademark Office -VA Research Supervisor / Associate Chief of Staff -VAMC